



Advice Session Supervisor

Job pack

Thanks for your interest in working at Lewes District Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Lewes District Citizens Advice
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Deborah Harris by emailing servicemanager@lewesca.onmicrosoft.com or by calling 01273 007556 ext 1.

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

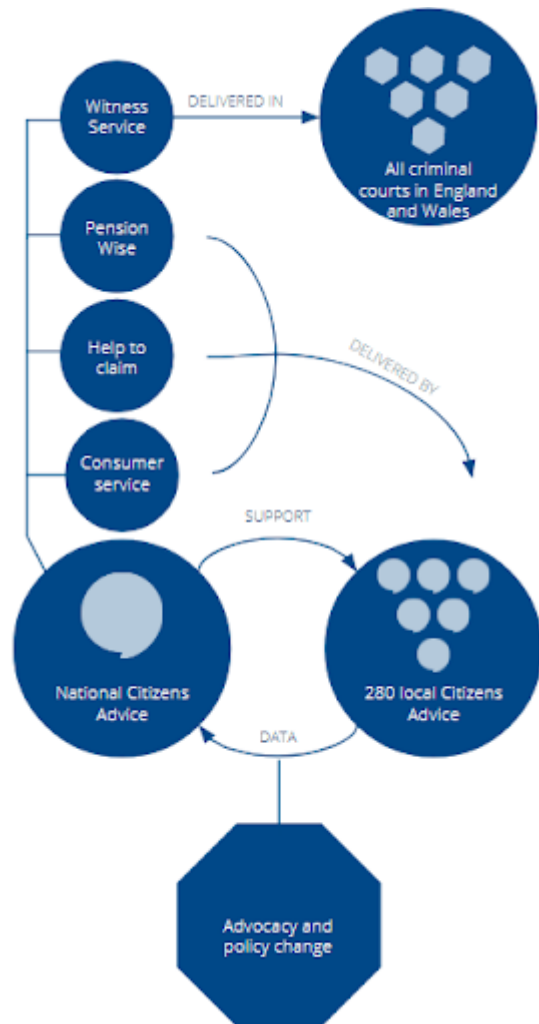
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





Role profile

Supervising

- Manage the practicalities of the advice session and ensure adequate staffing and resource.
- Keep technical knowledge up to date and provide appropriate level of support and supervision to individual workers depending on their level of competence.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice.
- Monitor the case records / telephone calls of designated staff to meet the stipulated standard and service level agreement and to meet audit requirements.
- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.

Staff & volunteer management

- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team work and clear lines of communication.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff perform optimally.
- Participate in the induction of new staff and contribute to their training and development by writing up and monitoring via case checking.
- Help to identify learning and development needs of designated volunteers and communicate this with the training team.
- Contribute to and co-ordinate the assessment activities and competence of designated volunteers.

General

- Develop links with relevant statutory and non-statutory agencies relevant to the role.
- Use skills and competences to promote the organisation and foster good relationships with external organisations.



Person specification

Criteria

- Willingness to work both remotely and at our Newhaven, Seaford and sometimes our Lewes office, as required. Currently at least 1 day working from home (though all days can be office-based if desired).
- Ability to communicate effectively both verbally and in writing.
- Proven ability to supervise and monitor advice work and to maintain casework systems and procedures, or willingness to learn;
- A high level of competence in the use of IT systems, packages and electronic resources in the provision of advice.
- A high level of competence in Office 365, including Outlook, Word, Teams and Excel, and ability to learn them quickly if no prior experience of using them
- Demonstrable understanding of the issues involved in interviewing clients;
- an up-to-date understanding of equality and diversity – its application to providing advice and the supervision and development of staff.
- Commitment to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating an understanding of issues affecting the society and the implications of this on the client and the service.
- Proven ability to manage / supervise others, including the ability to develop and motivate staff as well as ability to give and receive feedback objectively and sensitively.
- Very good administrative skills and attention to detail
- Being a good team player
- Ability to research, analyse and interpret complex information
- A commitment to continuous personal development



Terms and conditions

29.6 hours per week over 4 days. Job share considered

£27,344 – 29,439 per annum pro rata (NJC scale point 18-22), depending on experience.

Permanent role

Closing date: 9 am on Monday 13th February 2023

**To apply, please send a CV and detailed cover letter to
nicolam@lewesdistrictca.org.uk**